NETWORK MANAGER REPORT

MARCH 2008

SUBMITTED BY Sloane Wright, General Manager

NETWORK MANAGER REPORT

MARCH 2008

OVERVIEW

Operations

AI has continued on a fast pace, with the first quarter coming to an end. During the month of March, AI completed one new agency applications and seven change management updates. Discussions for several exciting projects are currently underway and will be in the works in the coming months.

Highlights for the month were:

- Alabama Interactive completed a web service report for the Alabama Department of Conservation and Natural Resources (DCNR). This service will allow county probate offices to access additional reports for hunting and fishing licenses.

- Alabama Interactive launched the VIN Check subscription service for the Alabama Department of Revenue. This service allows customers the ability to obtain limited title information online with the flexibility of monthly billing. AI is looking forward to a rapid increase in subscription accounts for this application

- The Alabama Department of Revenue, Business Privilege Tax Return Extension and Annual Report application processed over $6.5 million dollars in taxes. Over 1,300 transactions for this application were submitted this month. This year will be the application's second full tax year in production.

- Alabama Interactive completed an update for the Alabama Department of Mental Health and Mental Retardation. This update will provide an intranet report for the department to view exam results and dates of completion.

- Income for the Alabama Department of Revenue's ET-8 and ET-C applications tripled to over $2.5 million dollars, compared to $800,000 in March 2007. The ET-8 is a payment service for filing an Excise Return and requesting an extension and the ET-C serves as an online tool for the election and payment of the fee for filing a Consolidated Financial Institution Excise Tax Return.

- The Alabama Board of Interpreters and Transliterators recently requested an update to their existing license renewal application. The update will allow constituents the ability to print their license certificate once they have completed the online renewal.

- Updates were completed to the Alabama Real Estate Commission's license renewal application. This application allows for salespersons, brokers, and companies to renew their license bi-annually online.

Marketing

Throughout the month of March, Alabama Interactive concentrated on marketing and growing the UCC Filing System for the Secretary of State's Office. The operations staff made telephone calls to financial institutions who filed UCC'S with the State of Alabama in 2007. The calls were to inform the potential customer of the online service. Also, the potential customers were instructed on how to use the service interactively as well as how to set up a subscription account with Alabama Interactive. Since the launch of the system in December 2007, continued marketing efforts have effectively produced growth in both the usage of, and subscriptions to this new service. Alabama Interactive will continue to look for new ways to market online services.

Also during the month of March, a follow up e-mail was sent to any user of the VIN check application who provided their email address during their transaction. This email was sent to notify the customer of the launch of the subscription service enhancement to VIN Check. Our support team answered countless emails and phone calls asking for a subscription service and we have seen a great response to the enhancement. There will be several efforts in the coming months to increase awareness of this new efficiency provided by ADOR.

Customer Service

Alabama Interactive staff met with the Department of Public Health (AllKids Division) this month to provide training with our Payment Engine and accounting practices. Alabama Interactive was available to answer questions from the Department and to demonstrate how to effectively use the reports. The meeting proved to be beneficial for the Department as several staff members with AllKids were able to participate.

Customer service continued to provide support and assistance via phone and emails. We received several compliments for customer support. One particular caller stated that he was "glad to get a live person on the phone, rather than someone's voicemail." The caller lived in the state of Georgia and mentioned that the service Alabama Interactive provided him was above and beyond any service he had received in his home state.

Development

The AI Dev-Share team had two meetings during the month of March. During the first meeting the team discussed moving the portal over to the new virtual servers in the CDC. Some additional testing and security scans were done on the portal while it was hosted on the virtual servers to make sure it was ready to be pushed to production. The team also conducted an application inventory and a plan was laid out to check and update all of the applications. During our second meeting the team worked on completing the application inventory document and verifying that all of the data was correct. Also discussed was the moving of the portal to the new virtual servers, which should take place sometime in April.

PROJECT REPORT

Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow for constituents to pay their appointment continuations online.	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama.	01/05/2008
Alabama Department of Revenue	International Fuel Tax Agreement (IFTA) Merchant Services	This application will allow for constituents to pay their IFTA license payments online.	02/22/2008
Alabama Heating and Air Conditioning Board	Exam	This application will allow for constituents to apply for their exam online.	02/20/2008
Alabama Department of Revenue	Vehicle Information Vin Check	This application will allow for constituents to obtain limited title information online.	02/22/2008
Alabama Secretary of State	Farm Filings	This application will allow for constituents to submit UCC-1F filings online.	03/01/2008

Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Department of Public Safety	Reinstatement Merchant Web Service	This web service integrates with the departments existing cash register system to provide a method to take credit cards.	01/19/2008
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods.	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system.	01/01/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application.	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application.	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script.	01/10/2008
Alabama Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes.	01/10/2008
Alabama Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application.	01/20/2008
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008
Alabama Real Estate Commission	Course Renewals	Update to add option on the admin side to deny a course	02/11/2008
Alabama Department of Revenue	File Export Update	Update to existing export file for several applications.	02/20/2008

Alabama Department of Conservation and Natural Resources	Update to license application	Update to incorporate driver's license verification into hunting/fishing application.	02/26/2008
Alabama Department of Insurance	Merchant Services	Added e-check image for ACH transactions	02/19/2008
Alabama Farmer's Market Authority	Shopping Cart	Update to header/footer on shopping cart application.	02/26/2008
Alabama Department of Mental Health and Retardation	Intranet Report	Update to the existing case manager training application that provides exam results and dates of completion for the department.	03/21/2008
Alabama Board of Interpreters and Transliterators	License Renewal	Update to existing renewal application that includes a PDF receipt certificate.	03/13/2008
Alabama Department of Revenue	Vehicle Information Vin Check	Update to allow users to subscribe to this service.	03/20/2008
Alabama Real Estate Commission	License Renewal	Update to existing license renewal application for 2008 renewals.	03/14/2008
Alabama Department of Conservation	Magazine Sales	Update to existing application page layout to display images of the magazine cover.	03/25/2008
Alabama Board of Chiropractic Examiners	License Renewal	Update to existing application to include the ownership type.	03/31/2008
Alabama Department of Conservation and Natural Resources	Web Service Report	This application will allow for county probates to view reports for hunting and fishing licenses.	03/10/2008

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Home Builders Licensure Board	Expired Inactive Corporation	Allow licensees to renew their license online	This application is in agency testing.	March 2008
Alabama Department of Revenue	Initial Business Privilege Tax	Allow users to complete the initial privilege tax online	This application is in agency testing.	March 2008
Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in agency testing.	April 2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Allows users to complete Alabama Criminal background checks of all arrest, court and traffic records	This application is in agency testing.	April 2008
Alabama State Bar Association	Section Membership Renewal	Allows members to complete their section membership renewal	This application is in agency testing.	March 2008
Alabama Department of Environmental Management	Merchant Service	Allow users to pay online.	This application is in the agency testing.	April 2008
Alabama Alcoholic Beverage Control Board	License Renewal	Allow licensees to renew online.	This application is in internal testing.	April 2008

In Development …

Agency	Application	Description	Status	Target Date
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	April 2008
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	April 2008
Alabama Department of Revenue	Motor Vehicles, Form 04	Allow lien holder filings to be submitted online	This application is in development	TBD
Alabama State Bar Association	Convention Registration	Allow members to complete annual convention registration online	This application is in development	April 2008

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	Magazine Update	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Department of Conservation and Natural Resources	License Sales	Allow driver's license to be validated on hunting/fishing license sales.	This application is in the development phase.	February 2008
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Nursing	RN License Renewal for 2008	Allow licensees to renew online	This application is in the pre-project phase.	TBD

Service Request #161
Alabama Department of Industrial Relations – Payment Portal
Alabama Interactive requests and recommends that this service for the Alabama Department of Industrial Relations is added to the network. The online payment portal application will be a transaction fee service and will be developed at no cost to the department.

Service Request #162
Alabama Board of Respiratory Therapy – Initial License
Alabama Interactive requests and recommends that this service for the Alabama Board of Respiratory Therapy is added to the network. The online initial license application will be a convenience fee service and will be developed at no cost to the board.

Service Request #163
Alabama Board of Home Medical Equipment Services Providers – Initial License
Alabama Interactive requests and recommends that this service for the Alabama Board of Home Medical Equipment Services Providers is added to the network. The online initial application will be a convenience fee service and will be developed at no cost to the board.

Service Request #164
Alabama Board of Court Reporting – Initial License
Alabama Interactive requests and recommends that this service for the Alabama Board of Court Reporting is added to the network. The online initial application will be a convenience fee service and will be developed at no cost to the board.

Service Request #165
Alabama State Veterinary Medical Board – Technicians License Renewal
Alabama Interactive requests and recommends that this service for the Alabama State Veterinary Medical Board is added to the network. The online license renewal application will be a convenience fee service and will be developed at no cost to the board.

Service Request #168
Alabama Department of Public Health – EMS Provider License Renewal
Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health is added to the network. The online license renewal application will be a convenience fee service and will be developed at no cost to the department.

MONTH IN REVIEW

Total March AI Network Transactions	189,091
Average Successful Request per Day:	6,520
Total March alabama.gov Visitors:	217,093
Total March alabama.gov Page Views:	1,124,290
Total March alabama.gov Chats or Offline Messages from Live Help:	977

OPERATIONS & ADMINISTRATION

Alabama Interactive closed the first quarter with a total of 7 new applications and 20 updates to current applications. There are several large services scheduled to launch in the next few months and AI anticipates a very successful second quarter and remainder of 2008.

AI has also been involved in information gathering exercises in the anticipation of several RFPs being issued in other states. Alabama's e-Government initiative continues to be a model of success for other states interested in procuring an e-Government solution. Alabama will continue to play an integral part in NIC's overall growth strategy.

OTHER BUSINESS/IN CLOSING

In closing, March brought an end to a very successful first quarter for 2008. The next few months should see several more new application releases and many more updates. We are well on our way to surpassing our annual goal of 20 new applications in 2008.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright